



Equality Screening

Digital Strategy 2026-2031

March 2026

Clanmil Housing Association has a statutory duty to screen. This includes our strategies, plans, policies, legislative developments; and new ways of working such as – the introduction, change or end of an existing service, grant funding arrangement or facility. This screening template is designed to help you consider the likely equality impacts of their proposed decisions on different groups of customers, service users, staff and visitors.

The screening template has 4 sections to complete. These are:

Section A - asks you to provide details about the policy / decision that is being screened.

Section B - has 4 key questions that require you to outline the likely impacts on equality groups, and all supporting evidence.

Section C - has 4 key questions in relation to obligations under the Disability Discrimination Order

Section D - is the formal record of the screening decision.

Section A

Details about the policy / decision to be screened

Title of policy / decision to be screened: -

Digital Strategy 2026-2031

Brief description of policy / decision to be screened: -

This functional strategy sets out how we intend to use technology, data, and digital services to improve customer experience, operational efficiency, and organisational resilience over the next five years.

Aims and objectives of the policy / decision to be screened: -

- Sets out our current reality at Clanmil: housing supply pressures, increasing customer expectations, compliance, and workforce pressures;
- what this means within a digital context (our starting point vs where we want to be);
- Our aims with this strategic document – how we intend to improve our use of digital technology to support our purpose and values;
- Our four goals which will help us achieve these, and how we will measure success.

On whom will the policy / decision impact?

Consider the internal and external impacts (both actual or potential)



Staff / other public sector orgs (specify)



voluntary / community groups / trade unions



others, please specify – Clanmil customers, stakeholders and any members of the public who may be affected by the services we provide

Are there linkages to other Agencies/ Departments?

- Department for Communities Northern Ireland
- PSNI

Section B

1. Outline consultation process achieved or planned

Colleagues across Clanmil, including the Executive Team, were consulted on our key digital priorities for the next five years, aligned with the new 2026-31 Corporate Plan. The new strategy was approved by Board on 27/03/2026.

2. Available evidence

What evidence / information (both qualitative and quantitative) have you gathered to inform this policy? Set out all evidence below to help inform your screening assessment. Please note: It is important to record information gathered from a variety of sources such as:

- Monitoring information
- Complaints
- Research /surveys
- Consultation exercise and other public authorities

Section 75 category	Details of evidence / information and engagement
All the categories	Our staff teams engage with a wide range of customers on a regular basis and understand that digital technology can be a barrier to receiving services delivered by Clanmil, either through lack of skills (predominantly impacting older people) or disability.

3. What is the likely impact (indicate if the policy impact is positive or negative) on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? What is the level of impact?

Section 75 category	Likely impact?	Level of impact? Minor/Major/None
All the categories	The outcomes from the strategy will be available to everybody regardless of which category under Section 75 they identify with. The strategy recognises that some customers are unable or unwilling to use digital channels, risking exclusion from services as we increase our digital offering. The strategy therefore has at its heart a principle that no customer is left behind. Non-digital routes will be maintained and promoted, with targeted support available to help customers build confidence and capability in using digital services (where they want to do so). We intend to give customers greater flexibility in how they engage with Clanmil, tailored to their needs.	None

2. Are there opportunities to better promote equality of opportunity for people within the Section 75 equalities categories?

Section 75 category	If Yes, provide details	If No, provide reasons
All the categories	This strategy seeks to tailor how customers interact with Clanmil across a mix of digital and non-digital options. We seek for this to increase equality of opportunity for our customers.	

3. To what extent is the policy likely to impact (positive or negatively) on good relations between people of different religious belief, political opinion or racial group? What is the level of impact?

Good relations category	Likely impact?	Level of impact? Minor/Major/None

Religious belief	The strategy should have no impact on good relations between people of different religious beliefs, political opinions or racial groups. The aims of the strategy applies equally to all.	None
Political opinion	As above	None
Racial group	As above	None

4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?

Good relations category	If Yes, provide details	If No, provide reasons
Religious belief		The strategy is applicable irrespective of religious beliefs, political opinion or racial group.
Political opinion		As above
Racial group		As above

Section C

Clanmil Housing Association also has legislative obligations to meet under the [Disability Discrimination Order](#) and Questions 5 -6 relate to these two areas.

Consideration of Disability Duties

5. Does this proposed policy / decision provide an opportunity for the Association to better **promote positive attitudes** towards disabled people?

Explain your assessment in full

This strategy is likely to have limited impact on promoting positive attitudes towards people with disabilities.

6. Does this proposed policy / decision provide an opportunity to actively **increase the participation** by disabled people in public life?

Explain your assessment in full

Included within this strategy are objectives to enhance how customers engage with Clanmil, primarily through the replacement of legacy systems and software, such as our housing management system, and refreshing our website. These objectives provide us with an opportunity to ensure systems, processes, and software are designed to be user-friendly for individuals with disabilities (where our software is not already so). One possible outcome of this is that disabled people find it easier to engage/participate with Clanmil activities.

Monitoring Arrangements

Section 75 places a requirement for Clanmil Housing Association to have equality monitoring arrangements in place in order to assess the impact of policies and services etc; and to help identify barriers to fair participation and to better promote equality of opportunity.

Outline what data you will collect in the future in order to monitor the impact of this policy / decision on equality, good relations and disability duties.

Equality	Good Relations	Disability Duties
No data to be directly collected as a result of introducing this strategy. Strategy outcomes, such as new software or systems, will support relevant equality monitoring arrangements across Clanmil departments.	No data to be collected as a result of this strategy.	No data to be collected as a result of this strategy.

Section D

Formal Record of Screening Decision

Title of Proposed Policy / Decision being screened

Digital Strategy 2026-31

I can confirm that the proposed policy / decision has been screened for –

X	equality of opportunity and good relations
X	disabilities duties

On the basis of the answers to the screening questions, I recommend that this policy / decision is –

*place an X in the appropriate box below

☐	* <u>Screened In</u> – Necessary to conduct a full EQIA
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X	*<u>Screened Out</u> – No EQIA necessary (no impacts) Provide a brief note here to explain how this decision was reached: This is a strategic intent document. Individual workstreams which potentially result in process change or new ways of working will be considered on their own merit.
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☐	* <u>Screened Out -</u> Mitigating Actions (minor impacts) • Provide a brief note here to explain how this decision was reached: • Explain what mitigating actions and / or policy changes will now be introduced:
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Formal Record of Screening Decision (cont)

Screening assessment completed by (Manager level) -

Name: Peter Grimley

Date: 17/04/26

Department: ICT

Signature: 

Screening decision approved by (Director level) -

Name:

STUART GREEN

Date: 20/07/2026

Signature: 

The screening form will be placed on the website and a link provided to the Association's Section 75 consultees.

For more information about equality screening contact Bernadette O'Donnell, HR Business Partner at bernadette.odonnell@clanmil.org.uk